

**Subject:** Chat transcript  
**From:** "LiveChat" <support@livechatinc.com>  
**Date:** 03/30/2018 12:10 AM  
**To:** gustavo@oldla.org

## Chat transcript

**Name:** Gustavo

**Account Username:** nfigassn and gustavo@oldla.org

Brian W.

Thu, 03/29/18 11:45:13 pm America/Los\_Angeles

Hello, Gustavo. How may I help you today?

Gustavo

11:45:17 pm

Hey Brian!

Recently we were asked to provide all emails sent and received via our oldla.org domain

in eml mbox or msg formats

11:46:01 pm

i have been going through the email to export one by one but i get errors exporting on some accounts

please assist.

Hello?

11:47:54 pm

Brian W.

11:48:02 pm

Where are the messages exporting to?

Which application are you using?

Gustavo

11:48:16 pm

so i go into cpanel

then go to email accountas

accounts

then have been going to each account via webmail

Brian W.

11:48:31 pm

You can use Horde mail to export messages in mbox format

Gustavo 11:48:33 pm  
using horde to export  
but i get an error on gustavo@oldla.org  
it exports as an html file  
and it does not work.  
is there a more efficient way to do this? 11:49:41 pm

Brian W. 11:49:42 pm  
Please hold

Gustavo 11:50:27 pm  
okay. Thank you.  
[Screen Shot 2018-03-29 at 11.50.47 PM.jpg](#)  
this is what pops up on chrome when attempting to download mbox  
file.

Brian W. 11:55:48 pm  
Are you just moving messages to another Cpanel server?

Gustavo 11:55:54 pm  
No  
im complying with an open records request 11:56:03 pm  
we are a none profit  
which has been requested to provide documentation to the public

Brian W. 11:57:14 pm  
Is the email account accessed from standalone email client such as  
Outlook or Thunderbird?

Gustavo 11:57:32 pm  
some are but there are connecting to our server  
im using the admin account to pull everything together  
i tried to go through file manager but it wont let me download it in an 11:58:05 pm  
acceptable format to comply with the request

Brian W. 11:58:36 pm  
The error will have to be fixed by our system admin

Gustavo 11:58:56 pm  
okay. When may i be able to download the files?

## Chat transcript

Brian W. 11:59:12 pm  
Within 24 hours. We will contact you once the issue has been fixed

Gustavo 11:59:25 pm  
thank you  
I appreciate it Brian.

Brian W. 11:59:46 pm  
You're welcome

Gustavo 12:00:13 am  
I look forward to completing this task. I wish you all the best.  
Goodnight!

Brian W. 12:00:37 am  
Have a good night as well

Duration: 25m 33s

Chat started on: <https://directnic.com/help>



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